

## My Email Activities View (this view will be active once the mail server is operational)

The screenshot displays the Siebel My Email Activities View. The top navigation bar includes 'Cases', 'Issues', 'Accounts', 'Contacts', 'Activities', 'Literature', 'Results', 'Calendar', and 'Script'. The left sidebar shows 'My Activities', 'My Team's Activities', 'My Email Activities' (selected), 'All Activities', 'My To Do List', 'Attachments', and 'Charts'. The main content area features a table of activities and a form for creating or editing an email activity.

Actual/Completion	Alarm	Duration	Created By	Assigned To	Created
			DDOUGLAS	DDOUGLAS	08/30/2000 10:44:25 AM

Activity Type: Email - Outbound

Subject: [Text Field]

Last Name: [Text Field] First Name: [Text Field]

Account: [Text Field] Site: [Text Field]

Priority: [Text Field] Status: Not Started

Assigned To: DDOUGLAS Due: 09/30/2000

Planned Start: 08/30/2000 10:44:25 Planned Completion: [Text Field]

Actual Start: 08/30/2000 10:44:25 Actual Completion: [Text Field]

From: [Text Field] Received By: [Text Field]

To: [Text Field] CC: [Text Field]

Message: [Text Area]

Attachments:

Name	Size	Type	Modified	Auto Update	Comments
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### View Description:

This view's acts as an e-mail platform where the user can send, reply, and forward e-mails and log and track them as activities.

#### **OCTS Activity List Applet:** *top of view*

The list applet allows the user to scroll through a list of all email activities, or to select a subset of email activities to view by using the query feature. To facilitate efficient work on an email activities, hyperlinks in some fields provide quick navigation to a different screen/view to provide detailed case information.

For detailed a data mapping please refer to Appendix B-10

#### **OCTS Email Activity Form Applet:** *middle of view*

The form applet displays all pertinent activity information for a given email activity in a single, scroll-free display. The data displayed is that of the active mail activity in the list applet above (the selected activity with the red arrow in left-most column). Users also can use this applet to generate a new email message.

For detailed a data mapping please refer to Appendix B-21

**OCTS Attachments List Applet:** *bottom of view*

This list applet displays all of the documents and its descriptions that are attached to the email activity that is selected with the red arrow in the list applet and the email activity in the form applet.

For detailed a data mapping please refer to Appendix B-16

